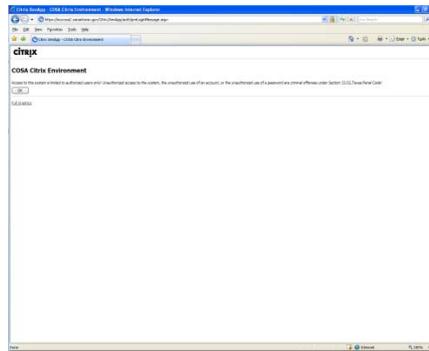


If a user can't launch any applications and you are not able to recreate the error, verify if the customer has the ica client installed on their machine.

## HOW TO INSTALL ICA CLIENT

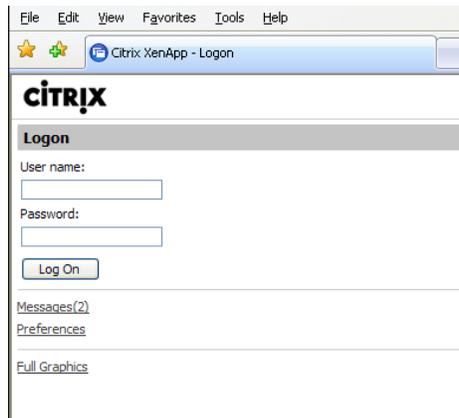


When the customer logs into <https://mycosa.sanantonio.gov>; this screen might appear; please have them turn off the automatic Phishing Filter.



Users will reach this site. The customer has the options to view the site with Full Graphics or without. Full Graphics provide higher definition and a stealth look. The low graphics is meant for slower connection. Once the customer has decided on which look they want; they can then press Ok to accept the authorized users quote.

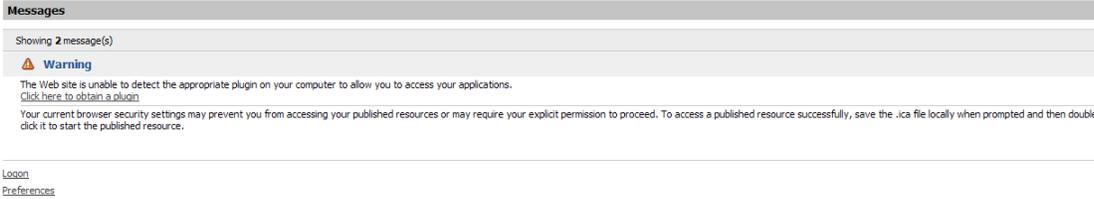
If the customer would like to make a shortcut of the website to their desktop they may grab the Blue XenBall in the address bar and place it onto their desktop.



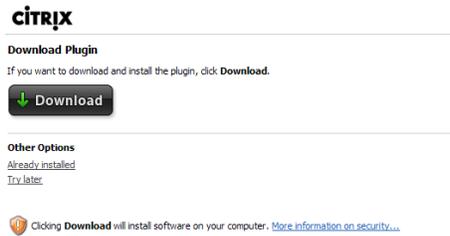
When the user arrives at the login screen they might have Messages for them. These messages are issues that the XenApp client has detected as being issues with their internet configuration.

Please have the customer resolve these issues to make their web experience more reliable.

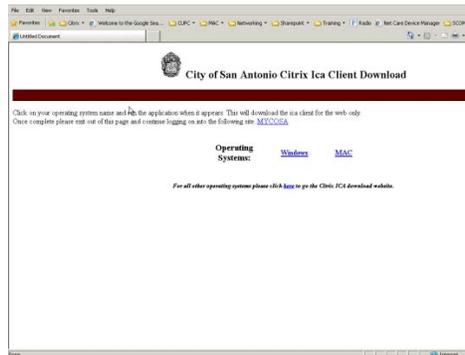
## CITRIX



This error is requesting you download the new Citrix ICA client onto your pc. This ICA client is what allows customers to connect to Citrix Applications.



Please have customers click on the Green Arrow icon to download the latest ICA client. This will bring up a new webpage. If the webpage does not appear, the customer will need to uninstall any extraneous toolbars and turn off all pop-up blockers. <http://mycosa.sanantonio.gov:81>



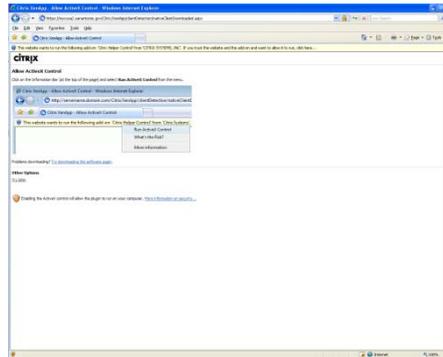
The customer will need to determine what OS there are running and click on the corresponding link. Please run application and run through the screens accepting defaults.

### For MAC users

1. During the install it will ask you if you want to set up your dazzle account please confirm.
2. Once the dazzle appears you will be notified that no stores are configured click ok and then the Citrix online plug-in box will appear. Select the tab for dazzle stores and click on the plus icon at the bottom left.
3. A box will ask you for a store name and type COSA and then for the store URL type <https://mycosa.sanantonio.gov> then click ok. A keychain message will appear and select always allow.
4. It will then ask you for your cosa account information. Please provide you login credentials that you use on your pc at work. Please remember that the login name must be cosa\your user name.

- Once authentication credentials are accepted then icons will appear. Please select the icons you wish to have placed in your dazzle folder by selecting add. Once the icons are in your dazzle folder you may go to that folder and double click on the icon to launch the application.

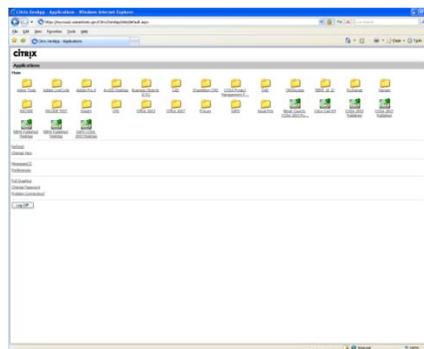
Once user has successfully installed please click on the MYCOSA link at the top of the page. Again verify that no messages on the home page after they log into citrix. If there is please continue.



Users will sometimes need to accept the Add-On from Citrix Helper Control in order to have the website run correctly. You may right click on the yellow bar and accept the activeX control.

After all this has been completed, the website will bring you back to the login screen. Please have all customers at this time select internet options and delete the old <https://mycosa.sanantonio.gov> and place that new link for them in their Intranet or Trusted sites.

Have the customer log into the site. Once login has complete applications will be populated to their internet screen.



If these issues do not resolve the customers issue you can click on problem connecting and the website will automatically set up the clients website based on their connection to the site. If application do not come up please make sure that the following is completed:

Go to tools, internet options, advanced and select to allow programs to run from your computer.

### **Installing Citrix Receiver on an IPAD:**

To set up the Ipad through citrix you will need to download the citrix ipad receiver from the app store.

Once it is installed you will need to set up your connection.

Description COSA

Address <https://mycosa.sanantonio.gov>

Username username you log into your pc with

Password windows password

Domain Cosa

Access Gateway needs to be turned off.

You will then have to enter your password and then click on the applications icon at the top left.

You will see your applications and access them from there.

**In Remedy Ticket please provide the following:**

**Make sure customer gives you server id and application name that is causing the problem.**

**Make sure that if it's a printing related issue the printing ID is in the ticket.**

**Check to see if you can access the application. If you can then it's a desktop issue and not a server issue.**

**Make sure that popup blocker is turned off.**